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TxDMV's Registration and Titling System Begins Technology Overhaul

AUSTIN – The aging technology behind the Texas Department of Motor Vehicles' (TxDMV) registration and titling system (RTS) is getting a major makeover, paving the way for a more streamlined management of data and the flexibility for customer improvements in the future.

This week the TxDMV signed a contract with Deloitte Consulting LLP to modernize its legacy RTS which was developed in the 1980s. This decisive action will bring the system up to 21st century technology in order to be responsive to the current demands and future needs of customers, stakeholders and staff.

"Texans deserve the most efficient and effective services from their state government," said TxDMV Executive Director Whitney Brewster. "Transforming the registration and titling system is a substantial step that will launch the TxDMV into a new era of excellent customer service."

RTS is a mainframe system that houses nearly 100-million current and archived vehicle registration and titling records. Numerous groups rely on this information on a daily basis, including:

- TxDMV customers for obtaining vehicle registrations and titles
- The 254 county tax assessor-collectors for processing vehicle registration and title transactions
- More than 200 additional offices for processing vehicle registration and title transactions as agents of the tax assessor-collectors
- Law enforcement agencies for verifying vehicle information
- Automobile dealers for issuing temporary tags and submitting buyers' title and registration applications
- Motor carriers for obtaining fleet registrations
- Automobile insurance companies for verifying vehicle information

The TxDMV was created by legislation in 2009 and tasked with transforming the state's motoring services to a new standard of excellence and customer service using the latest technologies. In addition to modernizing RTS functions, this project will complete the migration of this infrastructure

from the Texas Department of Transportation (TxDOT), the agency from which the TxDMV was formed.

The enhanced RTS functionality will allow the TxDMV to respond more quickly to legislative changes to registration and titling processes and dramatically simplify the steps needed to generate data reports from RTS. With improved reporting, the agency can focus on customer service-based performance measures and analytics.

The contract with Deloitte Consulting LLP is for three years plus two one-year options. The initial term will focus on transitioning RTS support and maintenance from TxDOT, modernizing the RTS technology, developing improved reporting capabilities, and support for additional enhancements. The option years are available for ongoing operations and maintenance, and support for enhancements.

Funding for this project will come from the \$1 automation fee collected with each vehicle registration or renewal for technology improvements.

The Texas Department of Motor Vehicles (TxDMV) is charged with overseeing the state's motor vehicle services that provide consumer protection, assist motor vehicle-related businesses and raise revenue for the state. For every \$1 it spends, the TxDMV returns \$10 to build and maintain highways, roads and bridges and provide needed services to Texans. Each year the agency registers more than 22 million vehicles; regulates more than 23,000 vehicle dealers; credentials buses and big trucks for intrastate and interstate commerce; and awards grants to law enforcement agencies to reduce vehicle burglaries and thefts. Learn more at www.TxDMV.gov.

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